

# **Service Level Agreement (SLA)**

**Between**

**The Department of Attorney General**

**and**

**The Department of Information Technology**

## **Duration of Agreement**

From: October 1, 2004

To: September 30, 2005

## **Signatories**

Signed for and on behalf of:  
*Department of Information Technology*

By: *Teri Takai*  
Teri Takai, Director

By: *Lynn Draschil*  
Lynn Draschil, Information Officer

Dated: *12/23/04*

Signed for and on behalf of:  
Department of Attorney General

By: *Deborah Devine*  
Deborah Devine, Bureau Chief

Dated: *12/23/04*

## **SECTION A - TERMS AND CONDITIONS**

### **1.0 Purpose and Organization**

The purpose of this Service Level Agreement (SLA) is to memorialize the terms and conditions under which the Michigan Department of Attorney General (Department) will utilize the services of the Michigan Department of Information Technology (DIT) to provide technical support without violating rules on client confidentiality, legal ethics, or any other ethical, confidentiality, or statutory law.

Section A contains the general terms and conditions establishing the parameters of the relationship between the Department and DIT. Section B represents those individual services that are provided to the Department in consideration for the IDG identified within the Department's annual budget appropriation. **Exhibit A** represents Department office locations in Michigan. **Exhibit B** represents the pricing structure for invoices. DIT and the Department are currently involved in a technology refresh project to standardize the Department's IT environment. **Exhibit C** includes project charters and project plans.

### **2.0 Legal Authority**

Until 2001, the Department had maintained its own technical support staff that was responsible for maintaining the Department's internal computer network and maintenance/support of the Department's web server and web site. This relationship changed on August 9, 2001, when Governor Engler issued Executive Order 2001-3 which merged the various IT departments across the Executive Branch into one state agency; DIT. Department staff responsible for performing web services, programming, technical support, and Citrix were relocated to DIT. The Department was left with no technical staff and now seeks to develop this

Agreement with DIT in order to have DIT provide much needed technical support services to the Department.

On October 1, 1988, the Michigan Rules of Professional Conduct (MRPC) replaced the old Michigan Code of Professional Responsibility. These rules represent the Supreme Court's authoritative statement of a lawyer's ethical obligations. The drafters recognized a need to cover confidentiality of information and specifically addressed the issue in Section 1.6. This Rule provides:

Except when permitted under paragraph (c), a lawyer shall not knowingly:

- (1) reveal a confidence or secret of a client; or
- (2) use a confidence or secret of a client to the disadvantage of the client; or
- (3) use a confidence or secret of a client for the advantage of the lawyer or of a third person, unless the client consents after full disclosure.

Further, MRPC 1.6(d) provides:

A lawyer shall exercise reasonable care to prevent employees, associates, and others whose services are utilized by the lawyer from disclosing or using confidences or secrets of a client, except that a lawyer may reveal the information allowed by paragraph (c) through an employee.

The confidentiality mandates of MRPC 1.6(b)(1) prohibit revealing confidences or secrets of the client. The lawyer must take all necessary steps to assure that particularly sensitive client confidences be maintained outside of the view of technical support personnel.

Additional statutory and regulatory confidentiality requirements apply to the work of the Department as well.

### **3.0 Definitions**

"Access Privileges" refers to physical and remote access to DIT facilities and resources granted by Enterprise Security.

“Business Resumption Plan (BRP)” refers to the documentation that delineates for the Department and DIT the necessary procedures to successfully move the Department’s applications from a production facility to a disaster recovery site.

“Change Order” is the process of documenting a change that is a deviation from an original request for the purpose of evaluation, approval or rejection, scheduling and tracking. The process for executing a Change Order is established in Section A, subsection 9.0.

“Citrix” refers to the Department’s central servers using the Citrix MetaFrame product by Citrix Systems, Inc., to deploy most Department applications.

“Client Service Center (CSC)” is the organizational unit that will manage all requests for the Department. This is the initial point of contact for DIT service requests.

“Dedicated Services” are those services utilized only by the Department.

“Deliverables” means all tangible embodiments of the Services delivered or to be delivered to the Department under this SLA that are listed or described in any applicable Statements of Work, as such Exhibit and Statements of Work may be amended or added from time to time.

“Department” refers to the Michigan Department of Attorney General.

“Disaster Recover Plan” refers to the documentation that delineates all roles and responsibilities for DIT staff, along with the steps that must be taken to successfully move the production processing performed at the DIT managed facilities to the disaster recovery site.

“DIT” refers to the Michigan Department of Information Technology and all its subdivisions.

“DMB” refers to the Department of Management and Budget.

“DMZ” refers to the secure network area maintained by Enterprise Security.

“Domain Name Server (DNS)” refers to servers that control and interconnect IP Address.

“Enterprise Services” are those services utilized by multiple agencies.

“Effective Date” refers to the date that the last signature required to make this MOU effective is affixed.

“EO” is an abbreviation for Executive Order.

“Escalation” refers to the engagement of increasingly higher levels of management and technical resources to ensure problem resolution.

“Ethical Hacking” refers to simulated hacking performed at the request of the Department, under the supervision and authority of Enterprise Security.

“IMAC” is an abbreviation for Installations, Moves, Adds, and Changes.

“Inter-Departmental Grant (IDG)” means the amount of identified funding contained in the Department’s appropriations act that is to be paid to DIT for Department Services.

“IO” refers to the DIT Information Officer operating as the Department contract and identified under Section A, subsection 10.0 of this SLA.

“IP Address” refers to the Internet Protocol Address used for designating destination locations and connected devices on a network.

“New Service” refers to Services not included under this SLA.

“Public Protection Group” refers to the Agency Services organizational group combining the Department of Attorney General, Civil Rights, CIS, Corrections, Military & Veteran Affairs and State Police and headed by one IO.

“Services” means all of the services, functions, equipment, software and other products and materials to be performed or provided by DIT and any of its Subcontractors under this SLA, as such Services are described in this SLA and any Exhibits and as such Services evolve, are

enhanced and change over time as contemplated by this SLA, and including any services or functions not specifically described in this SLA that are reasonably required for the proper performance and provision of the Services.

“Service Request (SR)” is any type of need from the Department that is submitted to DIT, for example, break/fix, application support, upgrades, password resets, purchases, etc.

“SLA” is an abbreviation for Service Level Agreement and refers to this document, along with all Exhibits, Attachments, and Statements of Work.

“State” refers to the State of Michigan and all of its departments, agencies, divisions, offices, and employees.

“Statement of Work (SOW)” means any additional written agreements covering specific projects that may be added or amended from time to time to this SLA.

#### **4.0 Scope**

DIT will provide the following Services at all Department locations. Department locations are listed in Exhibit A. These Services include application development and maintenance, helpdesk services, voice, desktop and field services, computing services, data and network connectivity services, disaster recovery and business resumption services, information technology and consulting services, IT procurement and IT contract management. All of the Services under this SLA will be billed against the IDG and the IDG amount will be the total limit on the value of this Agreement. The Department, in writing, may agree to pay for Services in an amount greater than the IDG upon notice from DIT that the IDG amount will be exceeded based on the Services being provided. In addition, should the Department elect to have DIT implement a New Service, the Department will budget the necessary funds to cover the cost to implement that Service and the cost to operate that Service in the succeeding budget years.

## **5.0 Roles and Responsibilities**

DIT will provide a full-time staff capable of delivering all technical services and computer support as required by the Department in performance of its duties and responsibilities pursuant to funding within the IDG. Assignments and priorities will be established by taking into consideration any managerial, administrative, and logistical needs of the Department.

DIT responsibilities shall include:

- Be responsible for providing the resources and skills to deliver the agreed-to services identified in this SLA.
- Deliver all DIT billing to the Department, including all information and supporting documentation identified within this SLA.
- Organize, facilitate and attend meetings in order to meet service objectives and business demands.
- Commit to teamwork and conflict resolution.
- Ensure the needs and concerns of DIT and the Department are represented.
- Sufficient personnel staffing resources in order to meet the demand created by this Department's Help Desk calls in accordance with any applicable Services Levels.
- On-site support staff in both Lansing and Detroit capable of meeting any arising needs concerning physical equipment problems including moves/adds/ changes in accordance with any applicable SLAs.
- Competent and trained network support in the event that a problem arises with the Department's network system. This includes a single point of contact for ease of the Department.

Department responsibilities shall include:

- Assign an individual as the Department SLA Manager. This individual is identified in Section A, subsection 10.0.
- Commit to teamwork and conflict resolution.
- Communicate all issues and problems to DIT following the problem management and escalation procedures outlined in this SLA.
- Communicate with DIT to ensure that DIT is adequately informed about Department needs, requirements and business directions. The Department must communicate with DIT immediately if there are changes in program direction. New initiatives must be communicated to DIT so that adequate preparation and procurement time is available to implement new or enhanced services.
- Include appropriate DIT IO in IT strategic planning activities.
- Timely payment of correct invoices
- Provide funding to cover their IT services as mutually agreed

## **6.0 Statements of Work**

DIT recognizes that the services provided by DIT are mission critical to the ability of the Department to meet its constitutional and statutory duties under federal and state laws and will assure there is no impairment of the Departments mission in the providing of these services.

(a) The parties agree that any specific project services to be rendered by DIT pursuant to this SLA (and any future amendments of it) will be defined and described in detail within this SLA or within separate Statements of Work executed under this SLA. DIT shall not be obliged or authorized to commence any work to implement a Statement of Work until both parties sign it. DIT shall perform the Services in accordance with this SLA, including the Statements of Work executed under it.

(b) Unless otherwise agreed by DIT and the Department, each Statement of Work will include, or incorporate by reference to the appropriate SLA Exhibit, the following information:

- A description of the Services to be performed by DIT under the Statement of Work;
- A project schedule (including the commencement and completion dates for all tasks, subtasks and Deliverables);
- A list of the Deliverables to be provided, if any, including any particular specifications and acceptance criteria for such Deliverables, and the dates on which the Deliverables are scheduled to be completed and delivered to the Department;
- All Deliverable prices and other charges associated with the Statement of Work, the overall fixed price for such Statement of Work and any other appropriate pricing and payment terms;
- A specification of DIT's and the Department's respective performance responsibilities with respect to the performance or completion of all tasks, subtasks and deliverables;
- Any other information or provisions the parties agree to include.

(c) The initial Statement(s) of Work, as of the Effective Date, are attached to this SLA as **Exhibit C**.



## **7.0 Department Ownership of Data**

Department data is and will remain the property of the Department. DIT in delivering information technology services is acting only as a provider of information technology services. The Department is responsible for communicating data requirements to DIT, e.g. access rights, criticality, etc. DIT will establish and maintain environmental, safety and facility procedures, data security procedures and other safeguards against the destruction, loss, or alteration of Department Data in accordance with Section A, subsection 9.0 of this SLA. DIT will provide the Department with all reasonable assistance in locating Department Data.

## **8.0 Responsibility for Application and General Controls**

Application controls apply to individual computer application systems and may include such controls as data origin, input controls, processing controls, output controls, application access controls, application interfaces, audit trail controls, and application documentation. Application controls consist of mechanisms in place over each separate application (computer system) that helps to ensure authorized data is processed completely, accurately, and reliably. The Department is and will remain responsible for ensuring application controls are in place and functioning properly within their organization to the extent that Department retains control over the application controls.

General controls provide the business and IT functions with a set of encompassing controls that are shared by several agencies/departments or information system functional units, or support underlying functions that one or more applications rely on. General controls commonly include controls over data center operations, system software (not application software), acquisition and maintenance, physical security, OS (Operating System) level security,

application systems development maintenance, and overall IT Department administration. These controls apply to all systems, e.g. mainframe, mini-computer, and end-user computing environments. DIT is and will remain responsible for general controls.

## **9.0 Security**

DIT agrees to implement the following security requirements for the retrieval, access, storage, use, display, disclosure, or dissemination of any record or information obtained under this SLA:

1. Use software and hardware that is technologically adequate to prevent unauthorized access to the information.
2. Establish operational programs to prohibit unauthorized inquiries from any terminal or other access site.
3. Institute operational programs to detect unauthorized access, use, or dissemination, or unauthorized attempts to access, use, or disseminate, personal information and highly restricted personal information provided to DIT under this SLA.
4. Establish and maintain security, audit, and control mechanisms, including audit trails to the extent available, to identify improper use of records and information provided under this SLA and to initiate appropriate action for violation of this SLA, including criminal prosecution or employee sanction.
5. Provide for the physical security of DIT's data warehouse, with procedures and devices designed to protect against the theft of records and information, or the unlawful access, use, or dissemination of records and information accessible by DIT under this SLA.
6. Provide access rights to the users of the DIT data warehouse in accordance with DIT security rules in a manner consistent with the purpose of this SLA.

DIT agrees to limit the number of DIT employees with access to Data within the Department's system to only those reasonably necessary to carry out the Services contained in this SLA. In addition, DIT will ensure that those employees with access to the Department's Data will receive instruction on the need for confidentiality concerning the Department's Data.

## **10.0 Contact Information**

DIT and the Department agree to designate departmental representatives who shall be the official point of contact for all matters relating to management and service delivery as identified in the SLA. These individuals will have the authority to make any necessary changes to Section

B of this SLA. All notices and other communications shall be directed to these representatives.

Initial representatives are designated as follows:

**DIT Information Officer:**

Lynn M. Draschil, Information Officer

Telephone: 517-241-7423

Email: [draschil@michigan.gov](mailto:draschil@michigan.gov)

**Department SLA Manager:**

Dchorah Anne Devine, Bureau Chief

Economic Development & Oversight Bureau

Telephone: 517-335-3548

Email: [devined@michigan.gov](mailto:devined@michigan.gov)

## **12.0 SLA Problem Management and Escalation**

It is anticipated that the Services provided by DIT will be acceptable to the Department. In the event that the Department is dissatisfied with the services provided, the Department SLA Manager should contact the IO. The IO will resolve the issue to the Department's satisfaction. If a mutual resolution cannot be reached, the issue will be elevated to the Director of the Department of Information Technology and the Chief Deputy Attorney General.

## **13.0 SLA Document Change Process**

Changes to this SLA may be negotiated based on changing business or service needs or significant variances from service commitments. Either party, based on the following procedures, can submit requests. The Directors, or their designees, of both organizations, must agree to the changes and those changes will be incorporated into this SLA.

### **(a) Change Requests**

(i) If the Department should require DIT to perform new Services or make changes to the Services that would affect the Statement of Work completion schedule, the Department shall

submit a written request for DIT to furnish a proposal for carrying out the requested change (a "Change Request").

(ii) Upon receipt of a Change Request, DIT shall examine the implications of the requested Change on the technical specifications, Statement of Work schedule and price of the Services and shall submit to the Department without undue delay a written proposal for carrying out the Change. DIT's proposal will include any associated changes in the technical specifications, Statement of Work schedule and price and method of pricing of the Services. If DIT provides a written proposal and should DIT be of the opinion that a requested Change is not to be recommended, it shall communicate its opinion to the Department and each party shall escalate the dispute within their respective organizations.

(iii) By giving DIT written notice within a reasonable time, the Department shall be entitled to accept a DIT proposal for Change, to reject it or to reach another Agreement with DIT. Should the parties agree on carrying out a Change, a written SLA Change Notice shall be prepared and issued under this SLA, describing the Change and its effects on the Services and any affected components of this SLA (a "SLA Change Notice").

(iv) If the proposed Change affects price or schedule, then no proposed Change shall be performed until the proposed Change has been specified in a duly executed SLA Change Notice.

(v) If the Department requests or directs DIT to perform any activities that DIT believes constitute a Change under this subsection, DIT must notify the Department that it believes the requested activities are a Change before commencing the performance of the requested activities. If DIT fails to notify the Department prior to commencing performance of the requested activities, such activities shall be considered to be performed gratuitously by DIT, and DIT shall not have any right thereafter to assert any claim for additional compensation or time for the

performance of such activities. If DIT commences performance of gratuitous services outside the scope of this SLA and subsequently elects to stop performing such out-of-scope services, DIT must, at the request of the Department, back out or reverse any changes resulting from such performance that would adversely affect the SLA.

(b) DIT Change Requests.

(i) DIT shall be entitled to propose a Change to the Department, on its own initiative, should it be of the opinion that this would benefit the SLA. DIT's proposal for such Change shall be in writing and reasonably detailed. The procedures described in this subsection shall apply to any such proposal.

(ii) Upon receipt of a Change Request from the DIT, the Department shall examine the implications of the requested Change on the technical specifications, Statement of Work schedule and price of the Services. DIT's proposal will include any associated changes in the technical specifications, Statement of Work schedule and price and method of pricing of the Services.

(iii) By giving DIT written notice within a reasonable time, the Department shall be entitled to accept a DIT proposal for Change, to reject it or to reach another SLA with DIT. Should the parties agree on carrying out a Change, a written SLA Change Notice shall be prepared and issued under this SLA, describing the Change and its effects on the Services and any affected components of this SLA (a "SLA Change Notice").

(iv) No proposed Change shall be performed until the proposed Change has been specified in a duly executed SLA Change Notice.

#### **14.0 Maintenance and Distribution of the SLA**

The IO is responsible for maintaining this SLA and ensuring that changes have been incorporated when appropriate prior to distributions of new versions.

Distribution of copies within the Department is the responsibility of the Department SLA Manager.

#### **15.0 Billing and Invoicing**

This SLA is limited to the amount of the Department's IDG to DIT. The Department, in writing, may agree to pay for Services in an amount greater than the IDG upon notice from DIT that the IDG amount will be exceeded based on the Services being provided. In addition, the Department may pay additional amounts for New Services. DIT service charges will be based on actual costs, which are deemed fully allowable and appropriately assigned or allocated to respective DIT services as required by OMB Circular A-87 and as provided in **Exhibit B**.

Invoices must be paid within 45 days of receipt. If an item is disputed, the remaining invoice amount must be paid in full within 45 days of receipt. The Department must notify the IO of disputed items within 30 days of receipt of a correct invoice.

**(a) Annual Reconciliation:** DIT will conduct an annual reconciliation of charges, or "true-up." This will involve a comparison of billed charges to the actual costs of providing those services. DIT may elect to refund any difference to customers through a final adjustment to billings. However, if differences are within reasonable levels, they may be carried forward as adjustments to future year's charges or rates as provided in OMB Circular A-87. DIT will

provide the Department with notification of any final adjustments and whether such adjustments will be refunded or carried forward.

**(b) Meetings:** DIT financial staff, in coordination with the CSD or IO, will meet on a regular basis with Department staff to review DIT invoices (invoices typically presented on a monthly basis) and identify and resolve any billing adjustments, omissions and related issues that may have been identified.

**(c) Spending Plan:** DIT financial staff will prepare and distribute a spending plan each month that annualizes expenditures, year-to-date, against the IDG. DIT financial staff, in coordination with the IO, will meet on a regular basis with Department staff to review the spending plan, identify funding shortages, and jointly prepare an action plan to spend within available resources.

#### **16.0 Audit Clause**

The Department and DIT agree that financial records, documents, data, accounting procedures and practices, programs, projects, information systems, or any other items of the service provided, deemed relevant to the SLA by the Department and DIT, are subject to examination by the appropriate Department and DIT representatives and the Auditor General. The Department and DIT will, and will cause its subcontractors and suppliers to, provide to the Department and DIT (and internal and external auditors, inspectors, regulators and other representatives that the Department and DIT may designate from time to time) access at reasonable hours to the Department and DIT personnel, to the facilities at or from which Services are then being provided and to the Department and DIT records and other pertinent information, all to the extent relevant to the Services. Such access will be provided for the purpose of performing audits and inspections. The Department and DIT will provide any reasonable

assistance requested by either party or their designee in conducting any such audit, including installing and operating audit software.

Following an audit, the Department and DIT may conduct an exit conference with Department and DIT representatives. The Department and DIT will meet to review each audit report promptly after the issuance thereof and the Department and DIT will respond to each audit report in writing within thirty (30) days from receipt of such report, unless a shorter response time is specified in such report. The Department and DIT will develop and agree upon an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in such audit report and the Department and DIT will undertake remedial action in accordance with such action plan and the dates specified therein.

Nothing in this subsection will be interpreted to require the Department to allow DIT access to confidential information or any records subject to attorney client privilege or other statutory or regulatory protection.

#### **17.0 Service Reviews**

Quarterly (or as needed) reviews will be conducted with the Department SLA Manager to assess service effectiveness, address service problems, and evaluate service delivery in light of business needs and available resources. Particular attention will be paid to notable deviations from commitments.

As a basis for the review, the IO and Department SLA Manager will collaborate in collecting, analyzing and reporting service data associated with the SLA. A report describing project status, issues addressed, decisions made and actions taken will be published by DIT within five (5) days of the review meeting.



This review will also include advice from DIT on technology options that have become available that could improve the overall level of service. This review will also serve as an opportunity to identify improvements in performance.

#### **18.0 Notification**

A notice under this SLA shall be in writing and delivered, mailed, or transmitted to the Department SLA Manager and the IO. A notice under this SLA shall take effect when received. A notice shall be deemed received, as follows: if delivered personally, on the date of actual delivery; if transmitted by facsimile transmission, on the date of transmission; if mailed by express mail, on the date of certified receipt; if mailed by first class mail, on the fifth business day after mailing.

#### **19.0 Amendments**

DIT agrees that the Department may amend the terms and conditions of this SLA from time to time in order to accommodate changes in the law, changes in the services or information furnished, or for other reasons deemed appropriate by the Department. The Department agrees to notify DIT in writing of the contents of any amendment. DIT agrees that the continuing acceptance of information by electronic means after receipt of notification of any amendment constitutes DIT's acceptance of the amendment.

#### **20.0 Waivers**

No provision of this SLA shall be deemed to have been waived by the Department, unless the waiver is set forth in a written notice.

#### **21.0 Cancellation**

**22.0 Convenience:** It is agreed that either the Department or DIT may cancel this SLA for any reason by giving written notice of cancellation to the other party not less than 180 calendar days prior to the date of cancellation.

**Non-Appropriation:** In the event that Legislature does not appropriate the IDG funds necessary to enable the Department to effect continued payment under this SLA, the Department shall have the right to cancel, in whole or in part, this SLA at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of cancellation to DIT. The Department shall give DIT written notice of such non-appropriation or unavailability within 30 days after it receives notice of such non-appropriation or unavailability.

#### **22.0 Termination**

In the event of a material breach of this SLA, the Department may immediately terminate this SLA by giving DIT written notice of termination. It is expressly understood that any violation of the subsections on Security and Billing and Invoicing are material breaches of this SLA and are grounds for termination. Termination will be effective upon receipt of the written notice of termination, as prescribed in Section A, subsection 18. Upon receipt of the Notice of Termination, the Deputy Director of Information Technology and the Chief Deputy Attorney General will meet to discuss transition activities. Any transition activities performed by DIT will be paid by the Department at the pre-cancellation rates.

#### **23.0 Other Agreements**

This SLA shall not supersede any other agreement between the Department and DIT in effect prior to the effective date of this SLA. The parties acknowledge that this SLA does not supersede the Internal Agreement, Statement of Work between the Department of Attorney

General and Department of Information Technology for Computing Environment and Database Conversion.

#### **24.0 Entire SLA**

This SLA, along with all written notices and amendments, Statements of Work and Exhibits, provided under this SLA, constitute the entirety of the terms and conditions of this SLA. It is further understood that no oral representation made by any employee, officer, or agent of the Department or DIT shall have any force or affect whatsoever as a term or condition of this SLA.

#### **25.0 No Third Party Beneficiaries**

Nothing express or implied in this SLA is intended to confer, nor shall anything herein confer, upon any person other than Department and DIT and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.

#### **26.0 Effective Date**

This SLA is effective as of October 1, 2004.

#### **27.0 Duration and Renewals**

This SLA has duration of one year from the date of execution. The SLA may be renewed annually in writing and subject to proper notice under Section A, subsection 18.0. Notwithstanding expiration, this SLA, including amendments, or the latest renewal, including amendments, will continue in full force and effect until a subsequent renewal is executed or the SLA is terminated or canceled.

#### **28.0 Reporting**

In addition to any requirements in Project Documentation, DIT will provide the Department SLA Manager with a quarterly report of open projects and the progress that has been

made against those open projects. Additionally, DIT will provide a monthly listing of all Remedy tickets that have been opened and closed. For any Remedy tickets that have been open for more than 15 days, DIT will provide a recommendation for resolution and any recommendation for accelerating internal processes to reduce response time.

## **SECTION B - SERVICES**

B-1     DESKTOP AND FIELD SERVICES

B-2     SERVER AND NETWORK SERVICES

B-3     APPLICATION SERVICES

B-4     HELP DESK SERVICES

B-5     TRAINING SERVICES

B-6     ASSET MANAGEMENT SERVICES

B-7     SECURITY SERVICES

B-8     TELECOMMUNICATION SERVICES

B-9     IT PROCUREMENT SERVICES

## **B-1 DESKTOP AND FIELD SERVICES**

### **MODEL OFFICE SERVICES**

The Model Office will provide the Department with a Base Image containing the basic set of applications necessary for the Department. The Base Image maybe updated from time to time with the consent of the Department. As of Effective Date, the Base Image will include:

#### **Agency Layer**

Adobe Acrobat 6 (Full)  
Citrix Client (FMP Menu-MAGIC, ClarisWorks, ConversionsPlus, Versatile)  
DCDS 04.02.02  
FileMaker Pro 6.0 (working on double-click round)  
GroupWise 6.5.2  
LAN-Fax Utilities  
LexisNexis Citation Tools (CheckCite)  
Network ScanGear  
Roadie (with front ViewCD)  
WinZip 8.1

#### **Secondary Layer**

Adobe Photo Deluxe  
Almost Paper  
Blue Squirrel Web Whacker  
Business Objects 5.1.7 (still testing)  
Camedia Master 4.2  
Camtasia  
Clear Access 7.2  
CNOG Dial Up connections  
CTC Bridge 5.4  
DNR Lots  
Dragon Naturally Speaking  
E-Term  
HRMN Lawson 8.0.1  
Java Runtime Environment 1.4.2  
LEIN web access  
Link/Accessing PDF documents (still testing)  
MMS - WAP (still testing)  
MARCS - Michigan Accounts Receivable Collection System  
Microsoft Front Page 2000  
MrSIDS  
Outlook XP  
PACC/PAAM  
Palm Desktop 4.1  
Real Player 10 Gold  
SecurID Software Token  
Sentencing Guidelines  
Snap View

State of Michigan VPN Client  
Starvation (not testing)  
Teleport Pro  
TextBridge Pro 11  
Visio 2000 Professional  
Web Buddy  
Web Edit Pro  
Workers Compensation Calculator 2004  
ZoomText 8.1

The Model Office will ensure that any new application, software or hardware is 100% compatible with existing standards & Department equipment.

## **FIELD SERVICES**

### **IMAC**

All hardware ordered for the department and valued over \$800 will be logged and asset tagged by DIT before it is installed:

DIT will be responsible for surplus and salvage of old equipment designated by the Department. DIT will develop a procedure for destruction of hard drives taken from old equipment so as to prevent retrieval of data off that hard drive.

DIT is responsible for coordinating required IMAC with the Department so as to minimize disruption of business at the Department's location.

DIT will be responsible for unpacking, assembly, and installation; test system connectivity, functionality, and operability; and provide high-level orientation to users. Installation will include the loading of the Base Image and requested applications. At the completion of each service request, the technician will provide the user, if available, information about the new or modified equipment and software to ease the transition from the old configuration to the new. The user orientation should require less than 10 minutes and is not intended to replace requisite training on the equipment or software operation. User orientation will cover the following information as applicable:

1. How to initialize and power-down the equipment
2. How to execute application software
3. Proper equipment care, such as battery care on notebook systems
4. Explanation of any switches and indicator lights on the equipment
5. Explanation of any specific system utilities needed to properly use the new equipment or software

### **On-site Repair**

On-site field services involve technical assistance or troubleshooting a specific physical device when problems cannot be resolved using remote diagnostic tools or through telephone support. Services are provided at the Department site or an authorized worksite when hardware or software problems cannot be resolved by remote access. DIT shall provide, at least, one person in Lansing and one person in Detroit to perform on-site field services.



## **B-2 SERVER AND NETWORK SERVICES**

### **TECHNICAL SERVICES**

#### **1.0 Overview**

The Technical Services Division (TSD) within DIT is responsible for the planning, design, engineering and operations of all local area networks for the State of Michigan. TSD also offers server and application hosting services, e-mail service, file and print services, operating system support, maintenance support, software and hardware technology refreshment services in a variety of different facilities in a distributed environment.

TSD services are provided on a 5 X 12 basis beginning at 7am on Business Days.

#### **2.0 Technical Services**

TSD will provide the following types of services to the Department:

- ☐ Facilities Management
- ☐ Network Management
- ☐ Server Procurement
- ☐ Job Scheduling/Execution
- ☐ Server Software Installation
- ☐ Server Maintenance
- ☐ Asset/Configuration Management
- ☐ Server / HW Capacity Planning
- ☐ Server Installation/Setup
- ☐ Service Request Management
- ☐ Server Backup/Recovery
- ☐ Software Problem Management/Patch Process
- ☐ Server Documentation
- ☐ Print Services
- ☐ Server Security
- ☐ Operations Metrics/Utilization Reporting
- ☐ Response to Help Desk requests
- ☐ Application Server Support
- ☐ Performance Tuning
- ☐ Server Software Distribution
- ☐ Server Monitoring and Corrective Action
- ☐ Change Control
- ☐ Performance Tuning
- ☐ Software Version Control

- Server Monitoring and Corrective Action

### **3.0 Invoicing**

See Exhibit B.

## **B-3 APPLICATION SERVICES**

### **1.0 New Systems Development**

New system development is work that leads to the creation of new systems/applications. Application development requests will be submitted by the Department SLA Manager or his/her designee to the IO. Any requests received by DIT from other employees need to be directed to the Department SLA Manager for approval and prioritization. This includes completion and submission of the DIT 15 form.

Prior to beginning any new system development work, DIT will prepare a Project Charter that shall describe the general business problem being solved. This Project Charter must be approved by the Department following the Change Process procedure identified in Section A, subsection 9.0 and must include authorized signatures and funding source. This Project Charter must identify:

- ☐ Project scope.
- ☐ DIT and Department Roles and responsibilities.
- ☐ Project management and project ownership.
- ☐ Deliverables
- ☐ Project Plan

Where DIT resource (staffing) conflicts exist, the Department must re-prioritize current projects and current maintenance efforts to accommodate new system development. Every request for new systems development from the Department will include a priority ranking depending on the urgency of the need. "Critical" developments will be mission-essential functions that must be completed along with maintenance and support processes. "High" priority developments will be subject to any maintenance and support processes, but remain at the top of the priority list when maintenance and support processes are completed. "Normal" developments will be subject to any maintenance and support processes and the resolution of any

“High” priority developments regardless of the general “first in-first out” rule for prioritization. The Department may change the designation of priority of a particular project as the business needs may change over time.

## **2.0 Application Enhancement, Maintenance, and Support**

Enhancement requests will be submitted by the Department SLA Manager or his/her designee to the IO. Any requests received by DIT from other employees need to be directed to the Department SLA Manager for approval and prioritization. Maintenance and support requests may be submitted by any Department employee.

**Enhancements** are sub-divided as follows:

**Major Enhancement:** involves significant new requirements, but does not alter the overall makeup of an existing solution. This may entail adding, changing or deleting functions for the existing solution. Major enhancements will usually cause an impact to the business, organization or architecture and may require significant cost, effort, and time to complete. Examples may include migration to a new application platform, adding new interfaces, or re-designing a database.

**Minor Enhancements:** involves adding new requirements against an existing solution, but have minimal impact on the business, organization, or architecture. Examples may include updates to data tables, updating a field on an HTML view, or updating a module that was originally changed via an emergency fix.

**Maintenance** is sub-divided as follows:

**Corrective Maintenance:** includes work that is initially spawned by a problem incident report and is generally referred to as a “fix.” Involves changes made to application code in support of

new or changed system software. Cost and effort are relatively low. This work may be initiated to provide a complete fix after an emergency fix was performed.

**Critical Maintenance:** defined as the occurrence of a problem that must be addressed immediately, such as the disruption of a system or application.

Urgent – life and death situations.

High – public impact, significantly impacts a large number of users, or inability to meet deadlines for statutory payments.

Medium – all other situations that have impact on users.

**Perfective Maintenance:** involves work that is initiated in order to avert foreseeable problems, improve performance, quality, reliability, efficiency, usability, or maintainability of an installed solution. An example may be performance tuning.

**Support:** Work related to the production application such as end user assistance, routine tasks or monitoring of the production application. Examples may include on-call support, adding or changing user access to the application, production scheduling, password reset and responding to end user questions or emails.

DIT will be responsible for on-going system maintenance and support, unless otherwise outsourced to a vendor, for the duration of this SLA. Before system maintenance is outsourced, DIT must receive prior written notice from the Department authorizing such outsourcing. Should system maintenance obligations impact the delivery of new systems, or resources not be available within the existing staffing structure, the Department will be responsible for prioritizing maintenance efforts. Maintenance, Enhancements, and Support will receive the following prioritization unless DIT is otherwise directed by the Department SLA Manager: (1) Critical Maintenance; (2) Corrective Maintenance; (3) Support; (4) Perfective Maintenance; (5)

Minor Enhancements; (6) Major Enhancements. Any disagreement regarding prioritization must be brought to the attention of the IO and the Department SLA Manager.

#### **4.0 Invoicing**

See Exhibit B.

### **STANDARD APPLICATIONS**

The Department uses the following standard applications. Access to each application is critical to the Department being able to meet its basic function.

1. Database system used to track assignments, currently called MAGIC and run in File Maker Pro, this will include any replacement.
2. Microsoft Word
3. The current version of Groupwise and/or Outlook.

Model Office will maintain a complete list of approved applications for the Department.

### **ENTERPRISE APPLICATION SERVICES**

#### **1.0 Overview**

Enterprise Application Services provides application development and support for technical applications and services impacting several agencies and the enterprise (all agencies), including Michigan.gov, e-stores, and Vignette.

#### **2.0 Development and Enhancement Services**

DIT will provide development and enhancement services for the Department website upon request.

#### **3.0 Michigan.gov**

The Michigan.gov portal group provides hosting services including the production server environment and support at a 99.9% availability, and a test server, licenses and support.

Support Services for Michigan.gov include:

- Formal training and expertise in Vignette to all end users.

- Technical expertise in Vignette, Surfaid and Inktomi for all technical resources.
- Graphical User Interface Michigan.gov Standard support (banner and graphics).
- State of Michigan web application monitoring and review for consistency in security, privacy, look and feel, usability.
- └ Routine and on-request statistical reports.
- Web user interface design expertise and support of the user interface look and feel of the portal.
- Vignette Application maintenance and small enhancements.
- └ Maintain the contact Michigan e-mail box and either answer the e-mails or redirect them to the agency or office that can best reply to the query.
- Content Management Administrator (CMA) Training is provided on a regular schedule or, if needed, special training can be coordinated to ensure that agencies have personnel capable of maintaining the agencies' web sites with current information. Training can be scheduled by going to <http://w3.michigan.gov/emichigan> clicking on CMA and then Training.
- Assistance on CMA problems.
- Requests for URL redirects.

For assistance and any of these items, send a GroupWise e-mail to DIT-EAMS-Web. For immediate assistance from 8:00 AM to 5:00 PM, you can page a CMA expert by calling 341-0999 and leaving your phone number.

#### **4.0 Invoicing**

See Exhibit B.

## **B-4 HELP DESK SERVICES**

Client Service Center (phone 241-9700, email:ditservice@michigan.gov)

The DIT Client Service Center is available 7:30 am – 5:00 pm Monday through Friday on Business Days. This Client Service Center is the point of contact for Department Help Desk Service Requests. The Client Service Center will respond to live phone calls first, followed by voicemail and e-mail. The Department will yearly verify the VIP list.

### **1.0 Overview**

DIT will ensure that the workstations, peripherals, software and applications provided are properly supported through their entire lifecycle.

### **2.0 Roles and Responsibilities**

The following procedures shall apply to the opening and closing of help desk requests within DIT.

- A. Upon receipt of any help desk contact, DIT will open a Remedy ticket based on the request.
- B. A ticket shall include the requestor's name, the requestor's division and location, the date and time that the request was received, and a brief description of the problem.
- C. DIT may close the ticket when the problem has been resolved to the requestor's satisfaction or with the approval of the Department Budget Director. Tickets may not be closed upon referral to any State vendor.

### **3.0 Client Service Center**

As its name implies, Client Service Center essentially provides a portal to all DIT-related service areas via an Enterprise and Centralized Help Desk.

The Client Service Center covers the following:

- ❑ Single point of contact for any form of user support: (to obtain 'break & fix' support, to obtain information about DIT services);
- ❑ Tier 1 user support with a stated goal of resolving the majority of support requests during the initial call;
- ❑ Tier 2 user support, when applicable, by drawing on other DIT services or Agency programs for final resolution of the issue.



#### **4.0     Invoicing**

See Exhibit B.

## **B-5 TRAINING SERVICES**

DIT will provide end-user training on new Enterprise applications and upon installation of new equipment as necessary. If DIT believes that Department-wide training is necessary, then DIT will propose and coordinate delivery of training opportunities for the Department.

## **B-6 ASSET MANAGEMENT SERVICES**

DIT will maintain, in electronic format, an accurate list of assigned equipment showing location, assigned user, and type of equipment and age of equipment once the Asset Inventory application is implemented. DIT shall make the Department Inventory available to the Department upon request. The Department will continue to maintain and update a list of assigned equipment and changes to the Department Inventory based upon confirmation of changes from DIT until the Asset Inventory system is productional or at a date agreed to by the Department and DIT.

## **B-7 SECURITY SERVICES**

### **1.0 Security Services Overview**

Security Services cover the development, maintenance, implementation, and enforcement of security-related policies and procedures for State Government IT resources.

It also includes incident management, monitoring, and interaction with non-State of Michigan security entities to insure that the State's IT infrastructure is safe from entities outside State Government as well as within State Government.

### **2.0 Scope**

- Development of security-related policy and procedures.
- Coordination, implementation, and enforcement of all related security policies.
- Monitoring of security processes.

### **3.0 DIT Security Services**

- Security Awareness and Assessment
- DIT Development of Security Guidelines and Standards

DIT will:

1. Develop guidelines and standards to meet state and federal security obligations and needs.
2. Coordinate DIT Security SLA processes with agencies.
3. Provide security-related tools, such as training material, etc.
4. Research new security technologies and make recommendations for new processes.
5. Coordinate Security with agencies, including awareness promotion: Work with agencies to promote security awareness.
6. Conduct enterprise-wide Rapid Risk Assessment as appropriate.
7. Provide Assessment & Management of Application Risk:
  - A. Assist Department in evaluating degree of security-related risk.
  - B. Assist the Department in the development of mitigation plans to address identified risks.

### **Passive Monitoring of IT Security Environment**

DIT will:

#### Monitoring of State Firewalls

1. Provide oversight responsibility for the security of the State's infrastructure.
2. Provide final approval on firewall rule changes in accordance with State Standards and guidelines.

#### Provide Security Alert Services

1. Monitor, evaluate and publish industry security events and vulnerabilities to the Department.
2. Provide network intrusion detection.
3. Monitor security breaches and provide information to the Department as warranted.

#### Hardware Security Scanning Services

1. Coordinate scanning of systems within the State for possible vulnerabilities.
2. Provide recommendations to resolve known vulnerabilities.

#### Virus Protection

1. Coordination of virus protection, detection and suppression at the PC, server and network level.
2. Notification of critical security updates to the Model Office.

#### General Security Monitoring

1. Provide reports to the Department on security violations as well as policy infractions.
2. Provide Intrusion Detection Services on DIT supported platforms.
3. Coordinating application of federal security programs, such as Homeland Security (focused on "all threats" approach).

#### Active Monitoring of IT Security Environment

DIT will:

#### Perform IT Risk Assessment Services

1. Perform risk assessment of DIT infrastructure facilities in accordance with State policy and standards.
2. Perform on-demand risk assessment service, as needed within DIT for new or changing infrastructure facilities.
3. Document risk assessments for management review and response.

#### Audits of Access Privileges

1. Audit access codes and usage on platforms within DIT based on Security policies and standards.
2. Provide information for coordination with Department on end-user access rights and privileges.
3. Assist Department with agency audits relating to IT platforms/applications. This assistance may involve IRS audits, Auditor General Audits, etc.

#### **Security Services**

1. Ethical Hacking - Conduct ethical hacking against DIT platform resources to assist in determining level of risk for intrusion, firewall protection and make recommendations on remediation strategies.
2. User Monitoring - On-demand monitoring of end users. In specific circumstances, it may be necessary to monitor specific users to address suspected illicit or fraudulent use of IT resources if required to be performed during non-work hours.
3. Health Information Portability Protection Act (HIPPA) - Ensure compliance with HIPPA regulations.
4. Security Accreditation of Computer Systems - Facilitate security accreditation and certification of computer systems.
5. Formal Security Training / Awareness, as requested.
6. Homeland Security Incident Coordination Issues/Response.
7. Provide oversight responsibility for the security of the State's physical IT infrastructure.

#### **4.0 Disaster Recovery Services Overview**

The Disaster Recovery and Emergency Management Services addresses DIT's responsibility regarding planning, developing and executing disaster recovery capabilities. These services also address offering assistance to the agency toward development of their business resumption plan responsibility. DIT can leverage its disaster recovery planning expertise to provide assistance to its plans and processes. While both the development and execution of business resumption is clearly the responsibility of the Department, DIT will assist the Department in creating and implementing a plan.

#### **5.0 Scope**

- ❑ Assist in the creation of disaster recovery plans and processes and creation and maintenance of a disaster recovery hardware environment.
- ❑ Bring hardware and systems back online in the event of a disaster for critical application infrastructure.
- ❑ Assist toward development of business resumption plans and processes.

## **6.0 Disaster Recovery Services**

DIT will maintain a Disaster Recovery Plan. For critical business and DIT processes, creation of a disaster recovery plan that will include maintenance of existing disaster recovery plans and distribution of the disaster recovery plan.

DIT will provide coordination of testing process with DIT infrastructure support and Department as required. This includes:

1. Testing of applications, network availability and output.
2. Ensuring that adequate Disaster Recovery testing is accomplished to meet customers' business requirements including:
  - A. "Table-Top" Testing - Panel review of Disaster Recovery Plan to verify plan validity (content, information, sequence, etc.).
  - B. Simulation Testing - Full-blown simulation of Disaster Recovery Plan execution to verify validity, completeness and effectiveness.

## **7.0 Execution of Disaster Recovery Plan**

Execution of Disaster Recovery Plans and Processes DIT will carry out efforts necessary to implement a Disaster Recovery effort based on the requirements defined in the Disaster Recovery plan to ensure that the DIT Services meets pre-defined Department Business Resumption Process requirements (may include the desktop, telecom, and distributed server environments).

DIT will provide all other disaster recovery and assistance needed for development of business and resumption processes.

## **8.0 Invoicing**

See Exhibit B.

## **B-8 TELECOMMUNICATIONS SERVICES**

### **1.0 Overview**

Telecommunications involves traditional voice (telephony) and data network backbone connectivity between State of Michigan work locations.

Voice Services addresses all services related to telephony, from basic office and cellular telephony to the design and deployment of elaborate Interactive Voice Response systems (IVR), Enhanced Call Processing (ECP), or Call Centers.

The breadth of Voice Services offered depends directly on the degree of involvement that DIT has in its delivery, i.e. whether or not the delivery facilities are managed by DIT rather than by an external service provider.

### **2.0 Service Levels**

This translates into three (3) different levels in the breadth of Voice Services that are available to customers:

1. For most central locations, or locations with a strong concentration of State of Michigan operations (specific buildings within the Lansing, Saginaw, Grand Rapids and Detroit areas). DIT manages the voice installations and is accordingly able to offer its full breadth of Voice Services.
2. For other locations with significant population or concentration of State of Michigan operations (specific buildings within Flint, Jackson and Kalamazoo areas). DIT is able to offer a limited breadth of Voice Services.
3. For all other locations, the role of DIT is currently limited to negotiating agreements with service providers to deliver the services on behalf of DIT.



**Data & Network Connectivity** covers the connectivity of users to standard State of Michigan data sources and applications such as data center applications, distributed applications and external partners. The Data & Network Connectivity Services are divided into the following services:

- Connection of a local network to the State of Michigan “backbone,” which provides all users of this local network with access to the different data sources described above;
- Different remote connectivity modes, through which users working remotely are able to access their normal data resources;
- Different network services such as dedicated connectivity, connection to external partners, etc.

## **2.0 Video Teleconferencing Services.**

DIT will provide Video Telecommunications assistance in determining Department design requirements and working with the appropriate vendors to create a solution to fit the needs of the Department.

## **3.0 Invoicing**

See Exhibit B. At this time, DIT will continue to bill all centralized services on the current System 85 bill.

## **B-9 IT PROCUREMENT SERVICES**

### **1.0 Overview**

Contract & Procurement Services provides agency-specific and enterprise-wide procurement and contract management services for IT commodities and services. MAIN processing activities, vendor interaction, and State approval/reporting requirements are handled by DIT Contract & Procurement Services.

### **2.0 Contract Management Services**

DIT Contract Management Services is responsible for processing all IT related contractual service requests, and ensures that the services provided meet contract specifications. In serving these IT needs, DIT Contract Management Services include the following:

- ❑ Assist Department in developing, renewing, and re-bundling IT contracts.
- ❑ Work with the Department and project managers in identifying IT needs and developing statements of work.
- ❑ Coordinate with DMB to determine most appropriate contract vehicle to obtain services.
- ❑ Develop contract language for Request for Proposal, Invitation to Bid, and Sole Source contracts.
- ❑ Work with Department procurement and personnel staff to obtain Department of Civil Service approval, via CS-138, if needed.
- ❑ Participate in pre-bid meetings, oral presentations, and joint evaluation committee process and vendor selection.
- ❑ Review a prospective contractor's detailed work plan to ensure it will result in meeting the objectives and tasks stated in the contract.
- ❑ Act as liaison between Department and any contractor in order to reach mutual understanding of the respective roles and responsibilities of the contractor and the Department.
- ❑ Prepare contract portfolio and status reports to share with management staff regarding contract management and activity.
- ❑ Monitor contracts with existing vendors and make recommendations on extensions and renewals using uniform analysis.
- ❑ Manage contract change requests.
- ❑ Monitor financial data for each contract to ensure that contract is on budget.
- ❑ Monitor all contract activity to ensure compliance with contractual obligations and DIT strategic direction.
- ❑ Leverage resources and create cost savings by establishing contracts using a best-practice, best-price, and best-value mindset.

- ❑ Promote proactive management of the IT contract portfolio through valued partnership and foster an enterprise-wide perspective.
- ❑ Coordinate funding approvals.
- ❑ Adhere to Executive Directives/Executive Orders, DIT and Department-specific requirements in processing IT contractual service requests.
- ❑ Process approved Department contractual service requests in a timely and efficient manner.

### **3.0 Procurement Services**

DIT Procurement Services covers the purchase of all non-delegated IT commodities and services for State agencies. The DIT Procurement Services Section performs all MAIN-related functions for IT procurements. These include requisitions, purchase orders, change orders, receivers, and cancellations. DIT Procurement Services will issue Department-specific procurement requisitions in a designated MAIN ADPICS department number and route those documents for view and approval by the Department, based on approval path information provided by the Department. DIT Procurement Services will notify Department Budget Director or his/her designee of request status throughout the procurement.

In serving the IT procurement needs of the Department, DIT Procurement Services will:

- ❑ Adhere to Department-specified approval requirements for IT purchases;
- ❑ Provide a method for the Department to request the purchase of IT commodities.
- ❑ Process approved Department procurement requests through appropriate DIT approvers in a timely and efficient manner;
- ❑ Check published on-hand stock status for items that can be redeployed free of charge before procuring new items using Department funds.
- ❑ Procure commodities that meet published enterprise standards;
- ❑ Use a variety of procurement methods, including the MAIN system and procurement cards, to purchase items at the most favorable cost and value;
- ❑ Notify the Department of procurement request status;
- ❑ If requested, use Department-specific coding in selected fields of MAIN coding blocks to assist the Department in reconciling its monthly invoice;
- ❑ Establish and maintain a MAIN ADPICS department approval path to route Department-specific purchases for approval and viewing by Department staff;
- ❑ Work with the Depot to perform the receiving function for commodity purchases;
- ❑ Adhere to State Executive Directives and instructional memoranda regarding the approval, processing, and reporting of IT commodities;
- ❑ Expedite orders as quickly as administratively possible for urgent Department requests;

- ❑ Coordinate procurement efforts with those of DIT Infrastructure Services, Agency Services, and Administrative Services to streamline receipt, delivery, and billing for commodities;
- ❑ Provide procurement contact names and instructional media to Department staff regarding DIT procurement methods. If requested, meet with and train Department staff on DIT procurement processes;
- ❑ Work cooperatively with DIT Infrastructure Services to maintain warranty and maintenance agreements for software and hardware serving the Department;
- ❑ Strive to lower Department costs for licensing and maintenance purchases by combining procurements for volume discounts;
- ❑ Process assigned invoices in a timely manner and work proactively with DMR Accounts Payable staff to ensure timely, accurate payment of vendor invoices.
- ❑ Provide commodity purchase information to infrastructure services in order to maintain a consistent and accurate inventory of assignment equipment.

The Department will be responsible to:

- ❑ Enter Account Code (AC3) information into requisitions in the approval path, if the Department chooses to request AC3 coding for its IT purchases;
- ❑ For IT desktop commodity purchases, supply information identifying the end user's name, phone number, and physical location to assist in notification, delivery, installation, and inventory tracking;
- ❑ Provide Department-specific ADPICS department number and level number for inclusion in the DIT approval path;
- ❑ Provide DIT Procurement with current information on Department-designated signatories and approvers for DIT-0015 (Procurement Request) documents and Client Service Center Procurement requests;

#### **4.0 Invoicing**

See Exhibit B.

## **Exhibit A**

The Department has offices in:

1500 Abbott Rd, Suite 300, East Lansing  
Cadillac, 10<sup>th</sup> Floor, Detroit  
Cadillac, 9<sup>th</sup> Floor, Detroit  
Escanaba  
Fyde Bldg, East Lansing  
Grand Rapids, 350 Ottawa, NW  
Ingham Bldg, Suite 200, Lansing  
LCC, CIS Bldg, 24155 Drake Rd., 1<sup>st</sup> Floor, Farmington  
Livonia  
Lottery Bldg., 101 E. Hillsdale, Lansing  
Mercantile, Suite 15, Lansing  
Mercantile, Suite 2, Lansing  
MSP, Livonia  
Petoskey  
SCI, Livonia  
Secondary Complex, 7150 Harris Drive, 2<sup>nd</sup> Floor, Wing A, Lansing  
Transportation Bldg, 1<sup>st</sup> Floor, Lansing  
Transportation Bldg, 4<sup>th</sup> Floor, Lansing  
Wayne County, Juv. Court, Detroit  
Williams, 3<sup>rd</sup> Floor, Lansing  
Williams, 6<sup>th</sup> Floor, Lansing  
Williams, 2<sup>nd</sup> Floor, Lansing  
Williams, 7<sup>th</sup> Floor, Lansing  
Williams, 5<sup>th</sup> Floor, Lansing  
Williams, 4<sup>th</sup> Floor, Lansing

## **Exhibit B PRICING**

### **Agency Services Information Officer (IO) –**

The Agency Services Team is the liaison between the Department of Information Technology (DIT) and the individual Executive Branch agencies. This team is responsible for maintaining the business relationships between DIT and its agency customers. The services include managing agency IT plans and ensuring the timely delivery of agreed upon IT services.

IO charges are costs directly associated with the delivery of information technology (IT) services to that agency within the DIT IO area. These charges include three types of costs: Payroll, Program Administration, and Support Costs.

Agency Services Staff Cost (IO) consists of actual payroll charges for the pay periods paid during the invoice month. The invoice will show detail by employee name and list agency specific activity codes for each along with associated cost. DCDS activity reporting was implemented in DIT in order to assist agencies in project identification, fund sourcing and cost allocation. Activity reporting also provides a basis for future rate development.

Program Administration (PA) expenditures are costs incurred by program management in the delivery of IT services. Examples of costs include the Director of Agency Services along with support staff and the related budget liaison. Costs incurred by the Director of Agency Services are allocated to agencies as a function of Agency Services' direct salaries.

Support Costs are expenditures such as travel, telephones, pagers, copier rental, office supplies, and other CSS&M related to the staff in the IO organization. Support costs are allocated to agencies as a function of IO payroll.

### **Distributed Processing Operations –**

Distributed Processing Operations designs, maintains and manages: Servers, LANS, Auto System Production Support, E-Mail, Data Entry, Local Post Office, and Passwords. Charges for this area are allocated based on the same methodology as IO charges.

### **Contracts and Procurement Services –**

This area provides IT procurement services to agencies. Charges for this area are based on the same methodology as IO charges and are for agency specific contract and procurement staff costs.

### **Office of Enterprise Security --**

Agency specific security staff costs. Charges for this area are based on the same methodology as IO charges and are for agency specific security services staff costs.

### **Direct Agency Charges**

Agency specific charges such as equipment, software, and contractual services that posted during the billing period. These may include non-IDG items.

#### **DIT Project Management –**

Includes project managers billed on an hourly basis and other project specific costs. Specific costs will be agreed upon between Department and DIT before engaging a Project Manager.

#### **Center for Geographic Information (CGI)**

This unit provides leadership, technical expertise, and policy for the development, use, dissemination, promotion and sharing of the state's geographic resources. Charges for CGI fall into three categories: charges for staff dedicated to an agency, services charged on an hourly basis, and one time charges for projects such as the Michigan Geographic Framework. The charges for dedicated staff are based on the same methodology as the IO charges.

#### **Desktop Services –**

This area provides Help Desk, Field Services, and Desktop Business Management services (includes Depot and standardized software tools). Desktop Services costs will be charged to agencies on a per seat basis at the monthly rate. Refresh and purchase of new equipment is not included in the base rate and will be invoiced separately.

#### **DIT 900 Fee**

These fees are used to facilitate and fund information technology Standards, Policy Development, and Strategic Planning. This fee is calculated as 1/2 % of prior year agency information technology expenditures. Each monthly invoice will have 1/12 of the annual total. The October 2003 invoice amount is based on estimated FY 2003 projections. Charges will be adjusted after the FY 2003 DIT-900 is reported.

#### **DIT Enterprise Administration Costs**

Enterprise Administration costs are costs incurred by the Department of Information Technology in the overall delivery of information technology services to State of Michigan Agencies. Enterprise Administration may include costs from the following functional and/or organizational areas: DIT Director, Enterprise Security, Contract and Procurement Services, Employee Services, Financial Services, Strategic Policy, Technical Partnerships, Infrastructure Services and Agency Services. Costs included in the DIT invoice as the Enterprise Administration charges have not been charged to agencies via existing rates, support costs or other direct charges and are allocated to agencies on the basis of FY 2005 projected IT spending.

#### **Michigan.gov**

The costs of the operation of internet portal are billed to agencies based on a weighted blend of content count and number of page views. Also included in the invoice detail will be agency specific web development charges.



## Exhibit C

See attached documents